

Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)

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Received & Inspected

OCT 21 2013

FCC Mail Room



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Jeff Heacox
Staff Manager Compliance Reporting
Jeff.l.heacox@windstream.com
(501) 748-5390
(501) 748-6583 (fax)

REDACTED FOR PUBLIC INSPECTION

October 11, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Ms. Karen Majcher
Vice President – High Cost Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, D.C. 20036

RE: WC Docket No. 10-90: Lifeline and Link Up Reform and Modernization, WC Docket No. 11-42

Pursuant to Section 54.313 and 54.422 of the Federal Communications Commission's rules and in accordance with the guidance of the Public Notice issued August 6, 2013, enclosed is the 2013 annual report and certifications for Windstream Study Area Code 431165 located in Oklahoma.

This filing contains a redacted (200) Service Outage Reporting (Voice) form. The information that was redacted is considered Confidential by the FCC and would cause Windstream to reveal proprietary information and trade secrets and cause damage to its competitive position.

Should you have any questions, please contact me via email at jeff.l.heacox@windstream.com or by phone at 501-748-5390.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Heacox". The signature is written in a cursive, flowing style.

Jeff Heacox
Staff Manager Compliance Reporting

Enclosures

Cc: Applicable State Public Utilities Commissions, State Public Service Commissions, and Tribal Governments

No. of Copies rec'd
List ABOVE

0

<010> Study Area Code	431165
<015> Study Area Name	WINDSTREAM SW-OK
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Jeff Heacox
<035> Contact Telephone Number: Number of the person identified in data line <030>	501-748-5390
<039> Contact Email Address: Email of the person identified in data line <030>	jeff.l.heacox@windstream.com

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OCT 21 2013

FCC Mail Room

ANNUAL REPORTING FOR ALL CARRIERS

	58,313 Completion Required	54,422 Completion Required
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<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input type="checkbox"/> <-- check box if no outages to report			
<300> Unfulfilled Service Requests (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	15 431165OK310 (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	2.4		
<420> Mobile			
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed			
<450> Mobile			
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 431165OK510	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 431165OK610	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> <input type="checkbox"/>	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet
 Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code 431165
 <015> Study Area Name WINDSTREAM SH-OK
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Jeff Reacox
 <035> Contact Telephone Number - Number of person identified in data line <030> 501-748-5390
 <039> Contact Email Address - Email Address of person identified in data line <030> jeff.l.reacox@windstream.com

<110> Has your company received its ETC certification from the FCC? (yes / no)
 If your answer to Line <110> is yes, do you have an existing "54.202(a)" 5
 year plan" filed with the FCC? (yes / no)

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

Name of Attached Document (.pdf)

(500) Tribal Lands Reporting
 Data Collection Form
 FCS Form 487
 OMB Control No. 3000-0526/CMB Control No. 3060-1875
 July 2013

<010> Study Area Code 431165
 <015> Study Area Name WINDSTREAM SW-OK
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Jeff Heacox
 <035> Contact Telephone Number - Number of person identified in data line <030> 501-748-5390
 <039> Contact Email Address - Email Address of person identified in data line <030> jeff.l.heacox@windstream.com

<910> Tribal Land(s) on which ETC Serves
 Chickasaw Nation, Alabama-Qwasarte Tribal Town, Kiagees Tribal Town, Muscogee (Creek) Nation, Thlopthlocco Tribal Town, Osage Nation of Oklahoma, Ponca Tribe of Indians of Oklahoma, Tonkawa Tribe of Indians of Oklahoma, Kaw Nation, Absentee Shawnee Tribe of Oklahoma, Cherokee Nation, United Keetoowah Band of Cherokee Indians, Citizen Potawatomi Nation, Iowa Tribe of Oklahoma, Kickapoo Tribe of Oklahoma, Sac & Fox Nation

<920> Tribal Government Engagement Obligation
 431165OK920
 Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes, No, NA) for each of these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

	Select (Yes, No, NA)
<921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;	Yes
<922> Feasibility and sustainability planning;	Yes
<923> Marketing services in a culturally sensitive manner;	Yes
<924> Compliance with Rights of way processes	Yes
<925> Compliance with Land Use permitting requirements	Yes
<926> Compliance with Facilities Siting rules	Yes
<927> Compliance with Environmental Review processes	Yes
<928> Compliance with Cultural Preservation review processes	Yes
<929> Compliance with Tribal Business and Licensing requirements.	Yes

1100 No Terrestrial Backhaul Reporting
Data Collection Form

EC Form 451
OMB Control No. 3060-0906 (05/09) Control No. 3060-0819
July 2013

<010> Study Area Code 431165

<015> Study Area Name WINDSTREAM SR-OK

<020> Program Year 2014

<030> Contact Name - Person USAC should contact regarding this data Jeff Heacox

<035> Contact Telephone Number - Number of person identified in data line <030> 501-748-5390

<039> Contact Email Address - Email Address of person identified in data line <030> jeff.j.heacox@windstream.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

(200) Terms and Conditions for Lifeline Customers
 Mobile
 Data Collection Form
 FCC Form 471
 OMP Control No. 3060-0086/OMB Control No. 3060-0819
 July 2013

<010> Study Area Code 431165
 <015> Study Area Name WINDSTREAM SW-OK
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Jeff Heacox
 <035> Contact Telephone Number - Number of person identified in data line <030> 501-748-5390
 <039> Contact Email Address - Email Address of person identified in data line <030> jeff.l.heacox@windstream.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans 431165OK1210
 <1220> Link to Public Website Name of attached document (.pdf)
 HTTP http://www.windstream.com/About-Us/Lifeline-Applications/

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,
- <1222> Details on the number of minutes provided as part of the plan,
- <1223> Additional charges for toll calls, and rates for each such plan.

(2011) Price Cap Carrier Additonal Requirements
 FCC Form 485
 OMB Control No. 3010-0057/0148 Control No. 3060-0019
 July 2013
 Including Rate of Return Cap, Cap Level, Cap Type, Cap Type

<010> Study Area Code 431165
 <015> Study Area Name WINDSTREAM SN-OK
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Jeff Heacox
 <035> Contact Telephone Number - Number of person identified in data line <030> 501-748-5390
 <039> Contact Email Address - Email Address of person identified in data line <030> jeff.l.heacox@windstream.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

<p>Incremental Connect America Phase I reporting</p> <p><2010> 2nd Year Certification (47 CFR § 54.313(b)(1))</p> <p><2011> 3rd Year Certification (47 CFR § 54.313(b)(2))</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td style="width: 20px; height: 20px;"></td></tr> <tr><td style="width: 20px; height: 20px;"></td></tr> <tr><td style="width: 20px; height: 20px;"></td></tr> </table>				
<p>Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))</p> <p><2012> 2013 Frozen Support Certification</p> <p><2013> 2014 Frozen Support Certification</p> <p><2014> 2015 Frozen Support Certification</p> <p><2015> 2016 and future Frozen Support Certification</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td style="width: 20px; height: 20px; text-align: center;">✓</td></tr> <tr><td style="width: 20px; height: 20px;"></td></tr> <tr><td style="width: 20px; height: 20px;"></td></tr> </table>	✓			
✓					
<p>Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))</p> <p>Certification Support Used to Build Broadband</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td style="width: 20px; height: 20px; text-align: center;">✓</td></tr> <tr><td style="width: 20px; height: 20px;"></td></tr> <tr><td style="width: 20px; height: 20px;"></td></tr> </table>	✓			
✓					
<p>Connect America Phase II Reporting (47 CFR § 54.313(e))</p> <p><2017> 3rd year Broadband Service Certification</p> <p><2018> 5th year Broadband Service Certification</p> <p><2019> Interim Progress Certification</p> <p><2020> Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(iii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.</p> <p><2021> Interim Progress Community Anchor Institutions</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td style="width: 20px; height: 20px; text-align: center;">✓</td></tr> <tr><td style="width: 20px; height: 20px;"></td></tr> <tr><td style="width: 20px; height: 20px;"></td></tr> <tr><td style="width: 20px; height: 20px;"></td></tr> </table>	✓			
✓					

Name of Attached Document Listing Required Information



431165
 WINDSTREAM SH-OK
 2014
 Jeff Heacox
 501-748-5390
 jeff.j.heacox@windstream.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(e)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

(3010)	Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(iii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3011)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii)) If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	Name of Attached Document Listing Required Information	<input type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No)
(3012)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3013)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3014)	If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:	Name of Attached Document Listing Required Information	<input type="checkbox"/> (Yes/No)
(3015)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications PDF of Balance Sheet, Income Statement and Statement of Cash Flows	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3016)	Management letter issued by the independent certified public accountant that performed the company's financial audit.	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3017)	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3018)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3019)	Underlying information subjected to a review by an independent certified public accountant	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3020)	Underlying information subjected to an officer certification.	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3021)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3022)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	<input type="checkbox"/>

Identification - Reporting Carrier Data Collection Form	FCC Form 485 OMB Control No. 3060-0024/OMB Control No. 3060-0007 10/2013
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<010> Study Area Code	431165
<015> Study Area Name	WINDSTREAM SW-OK
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035> Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039> Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	WINDSTREAM SW-OK
Signature of Authorized Officer:	CERTIFIED ONLINE
Date	10/11/2013
Printed name of Authorized Officer:	Tim Loken
Title or position of Authorized Officer:	Director Regulatory Reporting
Telephone number of Authorized Officer:	501-748-7442
Study Area Code of Reporting Carrier:	431165
Filing Due Date for this form:	10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 421 OMB Control No. 3045-0087/OMB Control No. 3045-0087 May 2013
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<010> Study Area Code	431165
<015> Study Area Name	WINDSTREAM SW-OK
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035> Contact Telephone Number - Number of person identified in data line <030>	501-748-5390
<039> Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FCC Form 481

Line 310 - Unfulfilled Voice Telephony Service Requests Resolution

Study Area Code: 431165

Study Area Name: Valor Telecommunications of Texas, LLC

Year: 2012

Date the Request was Held	Name of Exchange	How service was attempted/Reason it was Unfulfilled (if fulfilled, the date it was fulfilled)
10/24/2012	Hominy	Unfulfilled due to lack of cable facilities. Construction complete, dispatch was re-scheduled. Completed:1/3/2013
11/14/2012	Purcell	Unfulfilled due to lack of cable facilities. Engineered, WO issued, waiting for contractor to finish construction. Completed:1/11/2013
11/21/2012	Tecumseh	Unfulfilled due to lack of cable facilities. Contractor to bury drop. Completed:1/8/2013
11/26/2012	Tecumseh	Unfulfilled pending placement of buried drop. Completed:2/4/2013
11/29/2012	Prague	Unfulfilled due to lack of cable facilities. Engineered, WO issued, waiting for contractor to finish construction. Completed:1/8/2013
11/30/2012	Broken Arrow	Unfulfilled due to lack of cable facilities. Waiting on OSP Engineer to review.
12/11/2012	Purcell	Unfulfilled due to lack of cable facilities. Construction complete, dispatch was re-scheduled.
12/17/2012	Prague	Unfulfilled due to lack of cable facilities. Waiting on OSP Engineer to review. Completed:1/4/2013
12/18/2012	Barnsdall	Unfulfilled due to lack of cable facilities. Engineered, WO issued, waiting for contractor to finish construction. Completed:1/29/2013
12/18/2012	Prague	Unfulfilled due to lack of cable facilities. Engineered, WO issued, waiting for contractor to finish construction.
12/21/2012	Checotah	Unfulfilled due to lack of cable facilities. Waiting on OSP Engineer to review. Completed:3/7/2013

12/24/2012	Wayne	Unfulfilled pending placement of buried drop. Completed:1/31/2013
12/4/2012	Tecumseh	Unfulfilled pending placement of buried drop. Completed:1/9/2013
12/5/2012	Purcell	Unfulfilled due to lack of cable facilities. Construction complete, dispatch was re-scheduled. Completed:1/15/2013
7/23/2012	Tecumseh	Unfulfilled pending placement of buried drop.

Line 510-Description of Compliance with Service Quality Standards and Consumer Protection:

The Windstream ILEC companies certify that they comply with applicable state and FCC service quality standards.

1. Service quality metrics are monitored and reviewed each month
2. Windstream is founded on integrity. All employees are required to complete a course on integrity each year.
3. Windstream employees have at their disposal our People Practices Overview Course which is a general overview of the guidelines that govern all Windstream employees.
4. Windstream's CPNI training manual documents when personnel are, and are not, authorized to use CPNI. This Manual constitutes Windstream's policies and procedures related to CPNI. All employees are required to follow the policies and procedures specified in this manual.
5. Windstream IT has in place numerous measures to insure the integrity of the network and the customer data that resides on the network. The network is monitored 24/7 and periodic reviews of the security processes are performed.
6. Windstream makes every attempt to achieve one-call resolution on customer invoice issues.
7. Windstream has developed a program to help spot the Red Flags of identity theft, which is consistent with the FTC's guidelines, and has procedures in place to mitigate the potential damage of identity theft.
8. Windstream has implemented our Customer Account Protection Plan (CAPP) to provide increased security against unauthorized changes (cramming) to customer accounts. This plan requires third-party carriers to have a customer's passcode to change the customer's service or or access the customer's account information.

Line 610 – Description of Functionality in Emergency Situations

Windstream certifies that it is compliant with applicable rules on service provision in emergency situations. Windstream central offices are designed to withstand limited commercial power failures through the use of emergency batteries supplemented by on site or portable generators. Windstream personnel perform routine maintenance on this essential equipment based on the manufacturer's service recommendations and Windstream service practices. The backup batteries are load tested routinely and the on site generators are tested monthly.

Windstream's network is engineered to handle traffic spikes that can occur as the result of emergency situations. The network is monitored 24/7 by our Network Operations Center ensuring quick response whenever and where ever it is needed. Network redundancy is built into our network where ever possible to ensure alternate routing is available when necessary.

22. Form 605
 QMB Control No. 2014-0257 QMB Control No. 2014-0257
 July 2014

<010> Study Area Code 431165
 <015> Study Area Name WINDSTREAM SW-OK
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Jeff Reacox
 <035> Contact Telephone Number - Number of person identified in data line <030> 501-748-5390
 <039> Contact Email Address - Email Address of person identified in data line <030> jeff.1.heacox@windstream.com

<810> Reporting Carrier Valor Telecommunications of Texas, LLC
 <811> Holding Company Windstream Corporation
 <812> Operating Company Valor Telecommunications of Texas, LLC

		Affiliates	SAC	Doing Business As Company or Brand Designation
<813>		Windstream Kentucky East, LLC	269690	
		Windstream Kentucky East, LLC	269691	
		Windstream Kentucky West, LLC	260402	
		Windstream Lakedale, Inc.	361414	
		Windstream Lakedale, Inc.	361482	
		Windstream Lexcom Communications, Inc.	230483	
		Windstream Mississippi, LLC	280453	
		Windstream Missouri, Inc.	421885	
		Windstream Montezuma, Inc.	351248	
		Windstream Nebraska, Inc.	371568	
		Windstream New York, Inc.	150106	
		Windstream New York, Inc.	150109	
		Windstream New York, Inc.	150113	
		Windstream Norlight, Inc.	269004	
		Windstream Norlight, Inc.	269008	
		Windstream North Carolina, LLC	230476	
		Windstream Ohio, Inc.	300665	
		Windstream Oklahoma, LLC	431965	
		Windstream Pennsylvania, LLC	170176	
		Windstream South Carolina, LLC	240517	
		Windstream Standard, LLC	220386	
		Windstream Sugar Land, Inc.	442147	
		Windstream Western Reserve, Inc.	300666	

(100) Operating Companies
 State Collection Form
 FCC Form 241
 OMB Control No. 3060-0285 (OMB Control No. 3060-0285)
 July 2013

<010> Study Area Code 431165
 <015> Study Area Name WINDSTREAM SW-OK
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Jeff Heacox
 <035> Contact Telephone Number - Number of person identified in data line <030> 501-748-5390
 <099> Contact Email Address - Email Address of person identified in data line <030> jeff.l.heacox@windstream.com
 <810> Reporting Carrier Valor Telecommunications of Texas, LLC
 <811> Holding Company Windstream Corporation
 <812> Operating Company Valor Telecommunications of Texas, LLC

	SAC	Doing Business As Company or Brand Designation
Affiliates		
Access One Communications Corp.		
Allworx Corp.		
Atlanta Data Link, LLC		
Birmingham Data Link, LLC		
Bishop Communications Corporation		
Buffalo Valley Management Services, Inc.		
Carolina Personal Communications, Inc. (dba CTC Wireless)		DBA: Windstream Wireless
Cavalier IP TV, LLC		
Cavalier Services, LLC		
Cavalier Telephone Corporation		
Cavalier Telephone Mid-Atlantic, L.L.C.		DBA: PAETEC Business Services
CavTel Telephone, L.L.C.		DBAs: PAETEC Business Services, Windstream Communications
CavTel Holdings, LLC		
Chattanooga Data Link, Inc.		
Cincinnati Data Link, Inc.		
Cinergy Communications Company of Virginia		
Communications Sales & Leasing, Inc.		
Comco, Inc.		DBA: Comco-My Soft Company
Conestoga Enterprises, Inc.		
Conestoga Management Services, Inc.		
Conestoga Wireless Company		
CT Cellular, Inc.		
CT Communications, Inc.		

(10) Overall Approval
 Data Collection Form
 FCC Form 485
 485-Complete (06/04/07) (OMB Control No. 3000-0110)
 July 2012

<010> Study Area Code 431165
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 <813>

Affiliates	SAC	Doing Business As Company or Brand Designation
CT Wireless Cable, Inc.		
CTC Video Services, LLC		
D & E Communications, Inc.		
D & E Investments, Inc.		
D & E Networks, Inc.		
D & E Wireless, Inc.		
D&E Management Services, Inc.		
Elantic Networks, Inc.		
Equity Leasing, Inc.		
FDN Supra, LLC		
Gabriel Communications Finance Company		
Heart of the Lakes Cable Systems, Inc.		
Hosted Solutions Charlotte, LLC		
Hosted Solutions Raleigh, LLC		
Huntsville Data Link, LLC		
Indianapolis Data Link, Inc.		
Infocore, Inc.		
Intellifiber Networks, Inc.		
Iowa Telecom Data Services, L.C.		
Iowa Telecom Technologies, LLC		
IWA Services, LLC		
KDL Communications Corporation		
KDL Holdings, LLC		

DBAs: Cavalier Wholesale Services, Cavalier Telephone

Local Operating Companies
Data Collection Form

Performance
CMAA Contract No. 2014-0303-0115 Contract No. 2014-0815
July 2012

<010> Study Area Code 431165

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<812> Operating Company Valor Telecommunications of Texas, LLC

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Affiliates			
	Kerrville Cellular, LLC		
	Kerrville Communications Corporation		
	Kerrville Mobile Holdings, LLC		
	Kerrville Wireless Holdings, LLC		
	Lakedale Communications, LLC		
	LDMI Telecommunications, Inc.		DBAs: Cavalier Business Communications, PAETEC Business Services, Cavalier Telephone, LDMI, LDMI Telecommunications
	Lexcom, Inc.		
	Lexington Data Link, Inc.		
	Louisville Data Link, Inc.		
	McLeodUSA Information Services LLC		
	McLeodUSA LLC		
	McLeodUSA Purchasing, L.L.C.		
	McLeodUSA Telecommunications Services, L.L.C.		DBAs: Cavalier, Cavalier Telephone, PAETEC Business Services
	Memphis Data Link, Inc.		
	MPX, Inc.		
	Nashville Data Link, Inc.		
	Network Services Group, LLC		DBAs: PAETEC Business Services, Cavalier Business Communications, Cavalier Telephone
	Network Telephone Corporation		
	NewSouth Communications of Virginia, Inc.		
	Norlight Communications, Inc.		
	Norlight Information Services, LLC		
	Norlight Telecommunications of Virginia, Inc.		
	NT Corporation		

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 <812> Operating Company Valor Telecommunications of Texas, LLC

	Affiliates	SAC	Doing Business As Company or Brand Designation
<813>	TriNet, LLC		
	US LEC Communications LLC		DBAs: PAETEC Business Services, US LEC of Rhode Island
	US LEC LLC		
	US LEC of Alabama LLC		DBA: PAETEC Business Services
	US LEC of Florida LLC		DBA: PAETEC Business Services
	US LEC of Georgia LLC		DBA: PAETEC Business Services
	US LEC of Maryland LLC		DBA: PAETEC Business Services
	US LEC of North Carolina LLC		DBA: PAETEC Business Services
	US LEC of Pennsylvania LLC		DBA: PAETEC Business Services
	US LEC of South Carolina LLC		DBA: PAETEC Business Services
	US LEC of Tennessee LLC		DBA: PAETEC Business Services
	US LEC of Virginia LLC		DBA: PAETEC Business Services
	Valor Telecommunications Enterprises Finance Corp		
	Valor Telecommunications Enterprises II, LLC		
	Valor Telecommunications Enterprises, LLC		
	WaveTel NC License Corporation		
	Wavetel TN, LLC		
	Wavetel, LLC		
	Weberve, Inc.		
	Windstream Accucomm Networks, LLC		
	Windstream Baker Solutions, Inc.		
	Windstream Communications Telecom, LLC		

1600 Century Center
 Suite 1000
 1717 Entero Rd. 78722-2988 (San Antonio, TX) 3450-8313
 July 2015

<010> Study Area Code 431165
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 <811> Holding Company Windstream Corporation
 <812> Operating Company Valor Telecommunications of Texas, LLC

		Affiliates	SAC	Doing Business As Company or Brand Designation
<813>		Windstream Communications, Inc.		
		Windstream Corporation		
		Windstream CTC Internet Services, Inc.		
		Windstream D & E Systems, Inc.	179009	
		Windstream Direct, LLC		
		Windstream EN-TEL, LLC		
		Windstream Holding of the Midwest, Inc.		
		Windstream Holdings, Inc.		
		Windstream Hosted Solutions, LLC		
		Windstream Intellectual Property Services, Inc.		
		Windstream Iowa-Comm, Inc.		
		Windstream IT-Comm, LLC		
		Windstream KDL, Inc.		
		Windstream KDL-VA, Inc.		
		Windstream Kerrville Long Distance, LLC		
		Windstream Knoxville Data, Inc.		
		Windstream Lakedale Link, Inc.		
		Windstream Leasing, LLC		
		Windstream Lexcom Entertainment, LLC		
		Windstream Lexcom Long Distance, LLC		
		Windstream Lexcom Wireless, LLC		
		Windstream Network Services of the Midwest, Inc.		
		Windstream NorthStar, LLC		



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Sidney Stewart
Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

October 18, 2012

Bill Anoatubby, Governor
Chickasaw Nation
520 East Arlington Blvd
PO Box 1548
Ada, OK 74821-1548

Re: Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear Governor Bill Anoatubby:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss tribal communication needs including the following: a needs assessment, deployment planning with a focus on tribal community anchor institutions, feasibility and sustainability planning, marketing services to the tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with tribal business and licensing requirements.

In addition, the FCC's Office of Native Affairs and Policy ("ONAP") issued a Public Notice on July 19, 2012 providing additional guidance regarding the engagement with out to tribal governments stating:

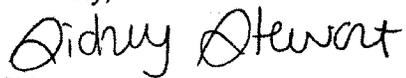
This guidance is intended to "lead to a common understanding between Tribal governments and communications providers receiving USF support, on the deployment and improvement of communications services on Tribal lands. The Tribal engagement obligation is intended to benefit Tribal government leaders, service providers, and consumers living on Tribal lands, ultimately providing greater connectivity to 21st century economic opportunities, education, health care, and public safety. This obligation is related to the very essence of universal service – facilitating and supporting connectivity to and from the most remote areas of our nation inures to the benefit of all. Requiring Tribal engagement is intended to begin and, in some cases, to strengthen, the dialogue between communications providers and Tribal governments. We anticipate that genuine

dialogue and common understandings will ultimately lead to improvement of communications services on Tribal lands."

We would like the opportunity to schedule a time to meet with you and other tribal officials to discuss tribal communication needs, marketing opportunities to the tribal community, right of way processes, land use permitting, facilities siting, and environmental and cultural preservation. Please contact me at 501-748-6137 to schedule a meeting time.

I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

A handwritten signature in cursive script that reads "Sidney Stewart".

Sidney Stewart
Regulatory Compliance
Windstream Communications



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Sidney Stewart
Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

November 26, 2012

Bill Anoatubby, Governor
Chickasaw Nation
520 East Arlington Blvd
PO Box 1548
Ada, OK 74821-1548

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Please contact me by December 14, 2012 at 501-748-6137 to schedule a meeting time.

I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

A handwritten signature in black ink that reads "Sidney Stewart". The signature is written in a cursive, flowing style.

Sidney Stewart
Regulatory Compliance
Windstream Communications



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Sidney Stewart
Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

October 18, 2012

Tarpie Yargee, Chief
Alabama-Quassarte Tribal Town
PO Box 187
101 E. Broadway
Wetumka, OK 74883

**Re: Request for Meeting to Discuss Telecommunications Facilities and Needs
Assessment on Tribal Land as required by the Federal Communications
Commission**

Dear Chief Tarpie Yargee:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss tribal communication needs including the following: a needs assessment, deployment planning with a focus on tribal community anchor institutions, feasibility and sustainability planning, marketing services to the tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with tribal business and licensing requirements.

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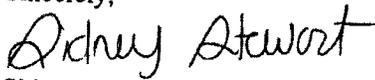
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November 26, 2012

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PO Box 187
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Sidney.Stewart@windstream.com
(501) 748-6137

October 18, 2012

Jennie Lillard, Mekko
Kialegee Tribal Town
PO Box 332
Wetumka, OK 74883

Re: Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear Mekko Jennie Lillard:

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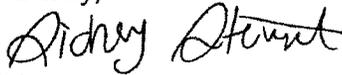
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Sidney Stewart
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Windstream Communications



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November 26, 2012

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(501) 748-6137

October 18, 2012

George Tiger, Principal Chief
Muscogee (Creek) Nation
PO Box 580
Okmulgee, OK 74447-0580

**Re: Request for Meeting to Discuss Telecommunications Facilities and Needs
Assessment on Tribal Land as required by the Federal Communications
Commission**

Dear Principal Chief George Tiger:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss tribal communication needs including the following: a needs assessment, deployment planning with a focus on tribal community anchor institutions, feasibility and sustainability planning, marketing services to the tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with tribal business and licensing requirements.

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Windstream Communications



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November 26, 2012

George Tiger, Principal Chief
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Sidney Stewart
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Windstream Communications



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Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

October 18, 2012

Vernon Yarholar, Town King
Thlopthlocco Tribal Town
PO Box 188
Okemah, OK 74859

**Re: Request for Meeting to Discuss Telecommunications Facilities and Needs
Assessment on Tribal Land as required by the Federal Communications
Commission**

Dear Town King Vernon Yarholar:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss tribal communication needs including the following: a needs assessment, deployment planning with a focus on tribal community anchor institutions, feasibility and sustainability planning, marketing services to the tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with tribal business and licensing requirements.

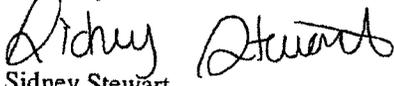
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Sidney Stewart
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Windstream Communications



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Sidney.Stewart@windstream.com
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November 26, 2012

Vernon Yarholar, Town King
Thlopthlocco Tribal Town
PO Box 188
Okemah, OK 74859

Re: Second Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

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Please contact me by December 14, 2012 at 501-748-6137 to schedule a meeting time.

I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

A handwritten signature in cursive script that reads "Sidney Stewart".

Sidney Stewart
Regulatory Compliance
Windstream Communications



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Sidney Stewart
Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

October 18, 2012

John Red Eagle, Chief
Osage Nation of Oklahoma
627 Grandview
PO Box 779
Pawhuska, OK 74056

Re: Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear Chief John Red Eagle:

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October 18, 2012

Douglas G. Rhodd, Chairman
Ponca Tribe of Indians of Oklahoma
20 White Eagle Dr.
Ponca City, OK 74601

**Re: Request for Meeting to Discuss Telecommunications Facilities and Needs
Assessment on Tribal Land as required by the Federal Communications
Commission**

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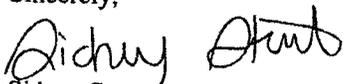
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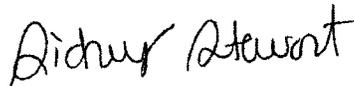
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October 18, 2012

Don L. Patterson, President
Tonkawa Tribe of Indians of Oklahoma
1 Rush Buffalo Rd.
Tonkawa, OK 74653

Re: Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

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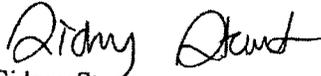
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Guy Munroe, Chairman
Kaw Nation
698 Grandview Dr.
PO Box 50
Kaw City, OK 74641

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Absentee-Shawnee Tribe of Oklahoma
2025 S. Gordon Cooper
PO Box 1747
Shawnee, OK 74802

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Chad Smith, Principal Chief
Cherokee Nation
PO Box 948
Tahlequah, OK 74465

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October 18, 2012

George Wickcliffe, Chief
United Keetoowah Band of Cherokee Indians
PO Box 746
Tahlequah, OK 74465-0746

**Re: Request for Meeting to Discuss Telecommunications Facilities and Needs
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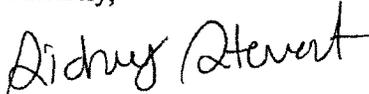
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intended to begin and, in some cases, to strengthen, the dialogue between communications providers and Tribal governments. We anticipate that genuine dialogue and common understandings will ultimately lead to improvement of communications services on Tribal lands."

Please contact me by December 14, 2012 at 501-748-6137 to schedule a meeting time.

I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

A handwritten signature in cursive script that reads "Sidney Stewart".

Sidney Stewart
Regulatory Compliance
Windstream Communications



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

Sidney Stewart
Regulatory Reporting
Sidney.Stewart@windstream.com
(501) 748-6137

October 18, 2012

John Barrett, Chairman
Citizen Potawatomi Nation
1601 S. Gordon Cooper Drive
Shawnee, OK 74801

Re: Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

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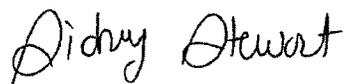
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October 18, 2012

Christie Modlin, Chairwoman
Iowa Tribe of Oklahoma
RR1 Box 721
Perkins, OK 74059

**Re: Request for Meeting to Discuss Telecommunications Facilities and Needs
Assessment on Tribal Land as required by the Federal Communications
Commission**

Dear Chairwoman Christie Modlin:

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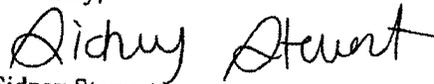
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October 18, 2012

Gilbert Salazar, Chairperson
Kickapoo Tribe of Oklahoma
PO Box 70
McLoud, OK 74851-0070

Re: Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear Chairperson Gilbert Salazar:

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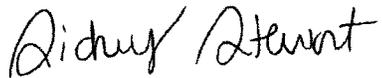
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October 18, 2012

George Thurman, Principal Chief
Sac & Fox Nation
920883 S. Hwy 99 Bldg A
Stroud, OK 74079

**Re: Request for Meeting to Discuss Telecommunications Facilities and Needs
Assessment on Tribal Land as required by the Federal Communications
Commission**

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LIFELINE SERVICE

Definition

- A. Lifeline Service is a retail local service offering available to qualifying low-income residential customers and is provided pursuant to the FCC Order 12-11 released on February 6, 2012.

Discounts

- A. The following credits will apply for customers deemed eligible for Lifeline assistance:
Monthly Credit

Federal Credit	\$9.25
State Credit to Residential Access Line	Varies by state

- B. The monthly discounted residential rate for qualified low-income customers may not be reduced below zero. Therefore, the credit amount defined in A. above shall not exceed the total of the subscriber line charge and the customer's normal residential local exchange service rate.

General

- A. The Company shall offer toll blocking to all qualifying low income customers at no charge at the time such customers subscribe to Lifeline service. If the customer voluntarily elects to receive toll blocking, the service shall become part of the customer's Lifeline service and all service deposits will be waived.
- B. Lifeline program rate reductions do not apply to long distance service or any other services (i.e., Custom Calling, CLASS, construction charges, etc.) which may or may not be tariffed. Customers may obtain such services, where available, at their discretion, although the Lifeline program rate reduction does not apply.
- C. Lifeline program service will not be available on a retro-active basis.

Eligibility Requirements

- A. The Lifeline program rate reduction shall apply to one (1) telephone line per residential household, at the subscriber's principal place of residence. Service is limited to only one Service per qualified customer or household; within this section, 'household' is defined as "any individual or group of individuals who are living together at the same address as one economic unit," with an 'economic unit' defined as, "all adult individuals contributing to and sharing in the income and expenses of a household."
- B. The service must be provided in the eligible customer's name.
- C. An applicant whose household income is at or below 135% of the Federal Poverty Guidelines, or who participate in one of the following programs:
- Medicaid
 - Food Stamps
 - Supplemental Security Income
 - Federal Public Housing Assistance
 - Low Income Home Energy Assistance Program
 - Temporary Assistance to Needy Families
 - National School Lunch's Free Lunch Program
- D. The customer must sign, under penalty of perjury, a document certifying:
- He/she is receiving benefits from one of the programs listed in C. above.
 - Name of the program(s) from which they are receiving benefits.
 - That he/she will notify the company if he/she no longer participates in the program(s) named in C. preceding.

The applicant must also supply the name of the program(s) from which they are receiving benefits and provide documentation supporting participation in the program(s). That he/she will notify the company if he/she no longer participates in the program(s) named in C. preceding.

- E. Customers qualifying for Lifeline Service are offered the services or functionalities enumerated in 47 Code of Federal Regulations §54.101 (a) (1)-(8) (relating to Supported Service for Rural, Insular and High Cost Areas).
- F. The Company has certification processes in place which at the time of enrollment requires a documentation review that confirms the consumer's household eligibility. The Company will retain copies of the self-certification records of both the applicant and the Company. A Company officer will attest that these procedures are in place.
- G. The Company will annually verify the continued eligibility pursuant to the FCC Order 12-11 released on February 6, 2012.

Credits and Deposits

- A. The credit verification procedures available for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline program.
- B. The deposit standards used for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline Program with the exception that deposit requirements will be waived for Lifeline Service applicants who voluntarily elect to subscribe to toll blocking service.

Service Charges

- A. Service charges do not apply when eligible customers with existing residential service convert to Lifeline Service.
- B. A service order deposit is not applicable to customers who elect toll blocking when initiating Lifeline service.
- C. A service order charge does apply when:

At the time Lifeline Service billing is initiated, eligible residential local exchange access service customers also request additional optional calling features such as Custom Calling Features, CLASS features, etc.

Any subsequent moves or changes after the initial connection to Lifeline service are requested by the customer.

Service is established for new residential applicants (those without existing local exchange access service) eligible for Lifeline Service.

Payments and Disconnection of Service

- A. Lifeline service may not be disconnected for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for nonpayment of toll charges.
- B. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.

Windstream Residential Service Rates by Service Area
Rates shown with and without state and federal Lifeline discounts applied

Year	SAC	Without Lifeline Discounts		With Lifeline Discounts	
		Low	High	Low	High
2012	431165	\$20.16	\$23.92	\$1.00	\$1.00